State Of Montana

Department of

Administration Biennial

Information

Technology Report

FOR FY2010

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DIRECTOR'S OFFICE – DEPARTMENT OF ADMINISTRATION

Janet R. Kelly, Director

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TABLE OF CONTENTS

EXECUTIVE SUMMARY

I am pleased to present the 2010 Department of Administration (DOA) Biennial Information Technology (IT) Report. This report summarizes the progress made on the projects and initiatives from the 2008 Department of Administration IT Plan.

Initiative Status	Total Count	Fully Funded Count	Unfunded Count	Partly Funded Count
Completed	26	24	0	2
Substantially Completed	7	6	0	1
Deferred	6	1	5	0
Delayed	7	5	1	1
Cancelled	2	0	2	0
Remain On-Going by Design	5	2	0	3

The DOA provides an array of support and regulatory services to a variety of customers, including other government agencies, employees and citizens. The DOA's mission statement "**To Serve, Satisfy and Support Our Customers**" drives the action of every employee in the DOA to provide improved government services and value to the citizens of Montana.

The DOA has identified three main goals to support its mission:

1. **Provide services based on standards, best practices, and fiscal sustainability.**
2. **Emphasize efficiency, reliability, transparency, and leadership.**
3. **Build and maintain relationships to support effective government**

Finally, the DOA recently created and filled the position of Information Technology Manager to provide leadership, coordination and guidance of the DOA's information technology objectives, projects and initiatives.

Janet R. Kelly, Director

Department of Administration

1.1 Goals

ITG 1   Improve Customer Service

Description: The Department of Administration will deploy fiscally responsible information technology projects to improve customer service.

Benefits: This goal recognizes that information technology is critical for the delivery of Department services and that customer service expectations are increasing through frequent exposure to new integrated and web-based applications. The Department needs to keep up with these trends to maintain and improve services where fiscally prudent. Beneficiaries include staff from other agencies, the general public, the business community, other governmental entities and State employees.

Supporting Objective/Action

ITO 1-1   Increase the availability and use of alternative education delivery models to supplant classroom instruction, reduce costs, and increase outreach.

1)   Pilot 2 programs during the 2009 biennium and assess the cost/benefit of an alternative training delivery method for a couple of Risk Management and Tort Defense courses.

RMTD is creating video of their training courses that can be delivered via traditional TV/Video or through the web. 80% - Substantially Complete. Fully Funded.

2)   Establish a facility in the Mitchell building that can be utilized for distance learning.

Most users now have the ability to conduct distance and on-line training from their desktop computers. Room 132 in the Mitchell building has been updated with technology that will allow for large groups to conduct distance and online learning and equipment (laptop ,projector and polycom phone) is available for use in rooms without permanent equipment. 100% - Complete. Fully Funded.

The effort to reduce costs and increase outreach will be on-going.

Supporting Objective/Action

ITO 1-2   Identify customer expectations and requirements as new applications are designed to increase stakeholder satisfaction.

1)   Develop and maintain a Banking Division website that provides forms for license renewals, etc. to be completed on-line, and that provides licensee names, approved education providers and other information to licensees and the public (Fiscal Years 2008 – 2009 for mortgage lenders, ongoing maintenance for mortgage brokers).

100% - This project has been completed. Fully Funded.

2) *Enhance the mortgage broker and loan originator and mortgage lender database to monitor branch locations and provide for administrative queries.*

   100% - This project has been completed, however is no obsolete and no longer in service. Fully Funded.

3) *Develop a process or system for accumulating and storing local government financial information electronically.*

   This project has been deferred due to inconsistent reporting data, mainly the chart of accounts between local governments and the State of Montana. 30% Completed. Deferred. Fully Funded.

4) *Allow agency HR/payroll and Financial staff to provide input through the SABHRS User Group into business process improvements.*

   The SABHRS User Groups are currently active and provide an avenue for customers to request changes and provide input on business improvements. On-going by design. Fully Funded.

5) *Maximize and improve manager and employee self-service functionality available in the SABHRS HCM application.*

   ITSD and SHRD created a new service to provide" limited" computer users access to the MINE self-service portal for time sheet entry, pay stub viewing and benefits enrollment. 85% - Substantially Complete. Fully Funded.

6) *Enhance the SABHRS Financial Enterprise suite of products to meet the State's business needs.*

   On-going by design. Partially Funded.

Supporting Objective/Action

ITO 1-3   **Address stakeholder concerns by ensuring their data is secure, that the Department maintains their individual privacy and maintains its integrity by holding Department employees to high accountability standards.**

1) *Maintain SLA for ITSD support of Department IT needs, including data base administration, security planning and implementation.*

   The DOA maintains SLAs for database support but does not have an SLA for security planning and implementation. Security planning and implementation is provided through the DOA Information Security Manager role and through the data security program efforts in the Information Management Project. 50% - Delayed. Partially Funded.

2) *Improve security of sensitive information on financial institutions through an ITSD accepted data encryption mechanism (BFI).*

   100% - This project has been completed. Fully Funded.

3) *Maintain use of dual-authentication system for laptop computer users via smart card technology.*

   This is not being implemented. 0% - Deferred. Unfunded.

4) *Establish a user-friendly secure e-mail system to allow easy, secure information exchange with federal bank regulators, law enforcement, and financial institutions and licensees. (BFI)*

   100% - This project has been completed. Fully Funded.

   Status: Overall, this objective is ongoing by design and new actions and efforts are constantly being evaluated.

ITG 2 Emphasize Web-Based Services

Description: The Department will emphasize web-based services in its service delivery models where fiscally prudent.

Benefits: Web-based services are becoming expected among constituents and offer the Department potential improvements in efficiency and effectiveness. The MINE portal and SABHRS application provide the infrastructure to provide employees greater access to personal and general employee information, and provides the foundation for employee self-service. The Department would like to extend web-based services to the general population and businesses. A number of web-based services are contained in this plan to extend benefits to the private sector.

Supporting Objective/Action

ITO 2-1   Design and implement self service applications to allow stakeholders to conveniently and efficiently conduct their business with the Department.

1) *Support State Accounting Division's Electronic Fund Transfer (EFT) initiative to get more vendors set-up for electronic payments. Goals are an increase in EFTs during Fiscal Years 2008, 2009, 2010.*

    This project is on-going by design. Significant increases in EFT payments were recognized in fiscal years 2009 and 2010 with EFT increases by 230,000 and 319,000 or 21% and 24% respectively. Fully Funded.

2) *Consider increased deployment of self-service modules within the SABHRS Enterprise Resource Planning (ERP) or third party add-ins as long-term support plans are developed. Vet through all SABHRS stakeholders.*

    The self-service portal has been deployed with availability to 100% of employees. Further enhancements to the system are pending SABHRS stakeholders direction for the future support and development of the existing SABHRS system or new ERP solution. On-going by design. Partially Funded

Supporting Objective/Action

ITO 2-2   Create more efficient business processes by providing web-based services to eliminate redundant processing steps, manual processes, and excessive data handling.

1) *The State Procurement Bureau will work with ITSD to research imaging solutions to improve processes and reduce paper document storage costs. (GSD)*

    0% - This project has been deferred. Unfunded.

2) *Maximize business process efficiencies associated with human resources management through the deployment of automated and electronic systems related to recruitment, selection, performance management, and workforce and succession planning activities in the 2009 biennium. (SHRD)*

    5% - This project has been delayed. Unfunded.

3)   *Finish implementation of e-benefit functionality in SABHRS. (HCB)*

      90% - Annual change will be paperless n 2010. Employees will make selections and changes on-line. Substantially Completed. Fully Funded.

ITG 3   Maintain and Improve eGovernment Services

Description: ITSD will be responsible for the "look and feel" of the Department's web presence and participating divisions' websites and will manage the hosting of said sites. Each division is responsible for managing the content on their website and for creation of new content. ITSD will support and train division staff on distributed content management tools to facilitate web content management by participating divisions.

ITSD will direct the development of all eGovernment services for the Department. For each project, ITSD will discuss the various options the division has for development; internal development versus outsourced development. The Deputy Department Director will prioritize all internal development covered under this service level agreement thus managing the resources available through this agreement. This includes support, maintenance and enhancements of existing eGovernment services.

Benefits: eGovernment services benefit the customer base by reducing the time required to access government services, eliminating the need to travel to a government facility and eliminating the wait in line. eGovernment services benefit the service provider by eliminating laborious paper process, reducing process cycle time, and allowing more time to focus on the customer needs. eGovernment supports the Governor's 20x10 initiative by reducing the energy required to obtain government services.

Supporting Objective/Action

ITO 3-1   **Maintain Existing eGovernment Services**

Banking and Financial Institutions Division Maintenance:

      Mortgage Broker and Loan Originator Original Licensing – Allows mortgage brokers and loan originators to apply for their original licenses

      100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

      Mortgage Broker and Loan Originator Renewals – Allows mortgage brokers and loan originators to renew their licenses as required annually

      100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

      Mortgage Broker and Loan Originator Administration – Allows the Banking and Financial Institutions division staff to administer and print out licenses

      100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

      Mortgage Broker and Loan Originator Lookup – Allows the general public to see who is licensed and the license status of the licensee

      100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

      Mortgage Broker and Loan Originator Licensee Download – Allows the general public to download a list of all active licensees for a fee

      100% - This project has been completed, however it is now obsolete and replaced by the

Nationwide Mortgage Licensing System. Fully Funded.

Mortgage Lender Original Licensing – Allows mortgage lenders to apply for their original licenses

100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

Mortgage Lender Renewals – Allows mortgage lenders to renew their licenses as required annually

100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

Mortgage Lender Administration – Allows the Banking and Financial Institutions division staff to administer and print out licenses

100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

Mortgage Lender Licensee Download – Allows the general public to download a list of all active licensees for a fee

100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

State Accounting Division:

State Travel Guide – Hotel Listing – Allows hotels and motels in Montana to register to indicate they accept the State rate

This project has been cancelled from a DOA perspective. The Department of Commerce is collecting this information in their annual survey of innkeepers and the information is made available to state employees through the MINE page. Not Funded.

General Services Division Maintenance:

One Stop Bids and Proposals – Lists the current procurements out for bid to the vendor community

100% - This project has been complete. Fully Funded.

Vendor List – Allows vendors to register with the State to receive procurement notices

100% - This project has been completed. Fully Funded.

Multi-Access Contract Management Service (MAC) – Allows the State Procurement Bureau staff to manage their procurements and contracts; is a shared service with the Information Technology Services Division and that may eventually be an enterprise wide service General Services Division

0% - This project has been delayed. Fully Funded.

Human Resource Division Maintenance:

State Employees Charitable Giving Campaign (SECGC) Click and Give – An intranet service allowing State employees to contribute to non-profit organizations online using payroll deductions, a credit or debit card, or an electronic check

100% Complete. Fully Funded.

State Job Listings – Provides an online list of current open positions for the State of Montana

100% Complete. Fully Funded.

State Employment Application – Allows applicants for State jobs to have up to three versions of their State employment application online and allows them to electronically submit their application for open positions

100% Complete. Fully Funded.

State Employment Application Administration – Is used by human resource staff and hiring officials to review online applications that were submitted and allows them to manage the hiring process

50% - Delayed. Fully Funded.

State of Montana Employee Information Website – Provides an online list of policies and benefits that can be reviewed by prospective applicants considering employment with State agencies.

100% - Complete. Fully Funded.

Health Care Benefits Division Maintenance:

Spring Fitness – Allows State employees to register to participate and record their weekly progress online

100% - Complete. Partially Funded.

Supporting Objective/Action

ITO 3-2   Add new eGovernment Services

Banking and Financial Institutions Division: New Services FY2009

Mortgage Lender Lookup – Allows the general public to see who is licensed and the license status of the licensee

100% - This project has been completed, however it is now obsolete and replaced by the Nationwide Mortgage Licensing System. Fully Funded.

National Mortgage Licensing System – Allows exchange of information on licensees between the National Mortgage License System and the Division of Bank and Financial Institutions.

0% - This project has been cancelled. Unfunded.

Director's Office: New Services FY-09

DOA Internet Site Redesign – Completely redo the DOA Internet website

5% - Deferred. Unfunded.

State Tax Board: New Services FY2009

Review cost-effectiveness of providing streaming audio of hearings

100% - Complete, determined not cost effective. Partially Funded.

General Services Division: New Services FY2009

One Stop Bids and Proposals – Complete rewrite of this service converting it to .NET technology and adding functionality

90% - This project has been substantially completed. Fully Funded. Working but documentation is not complete

Multi-Access Contract Management Service (MAC) Contract Activity – Allows State contractors to report their monthly activity online for their State contracts

0% - This project has been delayed. Fully Funded.

SABHRS Finance and Budget Bureau: New Services FY2009 – FY2010

e-Bill/Payment – Allow customers to make payments electronically through SABHRS and view account activity

100% - This project has been completed and is fully funded.

ITG 4   Maintain and Improve Existing Information Technology Support Services

Description: The maintenance of enhancement of existing technology support services will allow the divisions to continue to offer and improve the level of service that they provide to their customers.

Benefits: What benefits are realized and who realizes the benefits? Divisions are able to proved services in a more effective and efficient manner by leveraging information technology.

ITO 4-1   Maintain Existing Information Technology Support Services

Risk Management and Tort Division Maintenance:

Property/Casualty Insurance Information System – Allow State agencies to view start/end coverage dates on fine art and business income records and report properties leased from other agencies.

This project has been substantially completed. Fully Funded.

Property/Casualty Insurance Information System – Allow state agencies access to property/ casualty Oracle reports through database mining tools.

This project has been delayed. Fully Funded.

Claims Litigation Information System – Enhance reporting capabilities to improve standard correspondence, collect litigation management information and develop benchmark reports.

This project has been substantially completed. Fully Funded.

Documentation – Update documentation for the Property/Casualty Insurance Information System and the Claims Litigation Information System.

This project has been completed. Fully Funded.

ITO 4-2   Improve Existing Technology Support Services

Risk Management & Tort Defense Division: New Services for FY09 – FY11

Geographic Risk Information System – Allows interface of geographic information system technology with existing Property/Casualty Information System reporting capabilities to enhance insurance administration and risk management.

5% - Delayed. Fully Funded.

SECTION 2: IT INITIATIVES STATUS UPDATE

2.1 IT Initiatives

ITI-1 Title: Database for banks and credit unions

Description: Develop, for banks and credit unions, a database with similarities to and compatible with the database already operating for mortgage brokers and loan originators and the database anticipated for consumer finance licensees.

EPP Number (if applicable): NA

Status: On-going and funded.

ITI-2 Title: Projects and Contracts Management Software (State Accounting Division)

Description: Several State agencies have identified a need for a system that provides project cost accumulation and contract billing capabilities to address their business requirements related to various federal and non federal programs and projects. Also, some State programs involve accumulating costs for projects that utilize multiple agencies (e.g. disaster emergencies). The current Statewide Accounting Budgeting and Human Resource System (SABHRS) enterprise solution provides the foundation for accounting and human resource business requirements; however it does not currently have project cost accumulation capabilities. We believe that the Oracle PeopleSoft Project Costing and Contracts solution, which integrates with the existing SABHRS enterprise solution, will assist State agencies with meeting these business needs. Currently, several states including various transportation departments indicated their business process needs have been met by utilizing the Oracle/PeopleSoft solutions. The current software costs are $576,000 one time only with annual maintenance fees of $130,000. SABHRS Finance and Budget Bureau would anticipate implementing this solution over the next few years. (State Accounting Division)

EPP Number (if applicable): No EPP has been submitted.

Status: Deferred

Funding: Not Funded

ITI-3 Title: Lease and Implementation of Comprehensive Annual Financial Reporting Solution (CAFR) (State Accounting Division)

Description: This will allow the Department to lease and implement Comprehensive Annual Financial Report (CAFR) preparation software. The CAFR preparation currently relies on a combination mainframe (COBOL) and Microsoft access process. Information from Statewide Accounting Budgeting and Human Resource System (SABHRS) is downloaded into the mainframe and access databases. The final financial statement information is downloaded into Lotus spreadsheets. The current process requires the hiring of outside COBOL programmers for changes to the mainframe process. These programmers are becoming scarce. The access processes are maintained on a single desktop. The new software will eliminate the need for the mainframe and lotus schedules and will allow for a simplified load of information from SABHRS. This software will be maintained by the SABHRS Finance and Budget Bureau staff in addition to an internal programmer. This will provide for more depth in the CAFR process and less risk for the State. (State Accounting Division)

EPP Number (if applicable):.6101_03_05

Status: Substantially complete. The CAFR process is being replaced using existing nVision functionality within the SABHRS Financials system.

Funding: Fully Funded

ITI-4 Title: Changes to MBARS (State Accounting Division)

Description: The application currently utilized by Montana to accomplish legislative budgeting activities (MBARS) is ten years old and it was built using dated languages and technologies and it is not well-positioned to react to changes in historical business processes. As a result, process owners are investigating the feasibility of modifying the current system, purchasing a new system, or building a new system in order to be better-positioned and to provide additional flexibility. The Finance and Budget Bureau (FAB) in the State Accounting Division (SAD) of the Department of Administration will take the lead on the project with involvement from the two process owner offices…the Governor's Office of Budget and Program Planning (OBPP) and the Legislative Fiscal Division (LFD).

This request is merely a "placeholder" as final decisions have not yet been made concerning the type and timing of future action. The best estimate of costs at this point is $3,000,000 (funding source unknown at this time). (State Accounting Division)

EPP Number (if applicable): N/A

Status: Deferred due to lack of funding. LFD, OBPP, and SABHRS reviewed options and formulated a plan to proceed when/if funding becomes available.   The most recent cost estimate is $1,500,000 with an ideal upgrade/replacement timeline of 2 years spanning from the end of one legislative session to the end of the next legislative session.

Funding: Not Funded

ITI-5 Title: Provide a reliable, cost-effective digital recording and retention system for recording STAB hearings and conferences. (State Tax Board)

Description: STAB is required to record all hearings and relevant proceedings. Currently, STAB uses an old taping system that is unwieldy and difficult to maintain. Tape size is non-standard. It is difficult to move the taping system to various locations.

Updating the system will be more efficient and useful for staff, Board members, and parties who need the information for appeal purposes.

Every six years, all residential and commercial property is reappraised for tax purposes. This reappraisal, which will occur in spring 2009, is expected to generate a large number of appeals across the State for this Board. Completion of this project should occur before reappraisal is implemented (spring 2009). $10K - $15K

EPP Number (if applicable): NA

Status: Completed and fully funded.

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

NA.